



# DPW

CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

## FY'23 Q3 Quarterly Report (January – March 2023)

Prepared for City Utilities Committee

**Presented  
Tuesday, May 9, 2023**

MAYOR ANDRE DICKENS | COMMISSIONER AL WIGGINS, JR.



# TABLE OF CONTENTS

Priorities & Accomplishments.....	3
Performance Management.....	4
Solid Waste Services.....	10
Special Projects.....	18
Bulk Collections.....	21
Keep Atlanta Beautiful Commission.....	23
Office of Fleet Services.....	25
Human Resources.....	32
Finance.....	35
Safety Division.....	37
Frontline Heroes.....	41



# PRIORITIES & ACCOMPLISHMENTS

## PROJECT

## DELIVERY DATE

Smart City Route Management Software Implementation

May 2023

Litter Education Study

September 2023

Fleet Vehicle Replacement Study

September 2023

SMART Trash Receptacles

September 2023

Street Base and Common Goods Study

December 2023

Mobile Surveillance Camera Network

January 2024

Facility Improvements (Capital Budget)

Contingent Upon Budget

Facility Condition Assessment Study

Completed

OCS Phase II Launch

Completed

Command Center Technology Installation

Completed

Mobile Surveillance Camera Design and Fabrication

Completed

Sworn Illegal Dumping Investigators Hired

Completed

DPW Operations Command Center Buildout

Completed



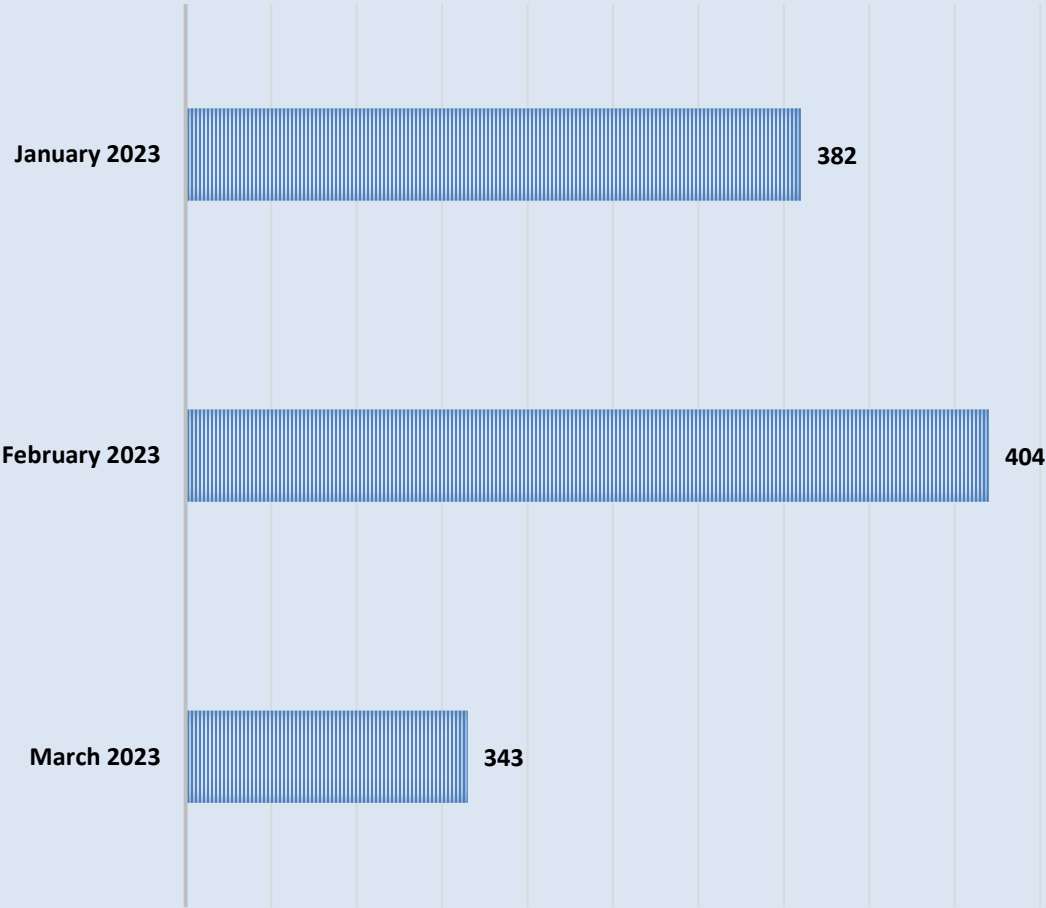
**DPW**  
CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

# PM

## PERFORMANCE MANAGEMENT

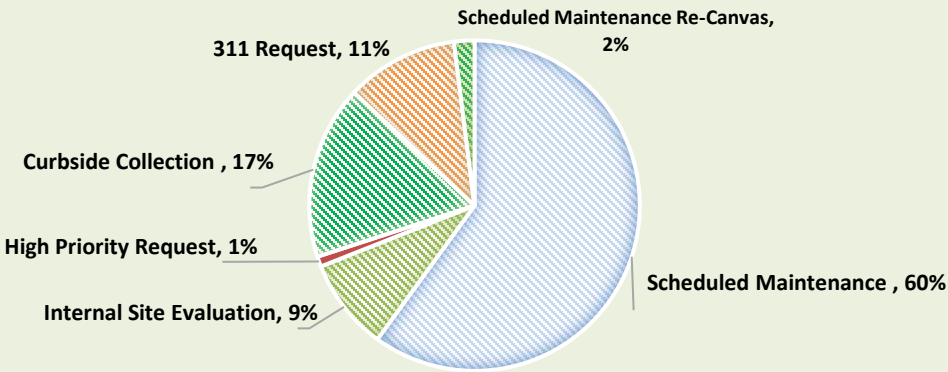


PERFORMANCE METRICS

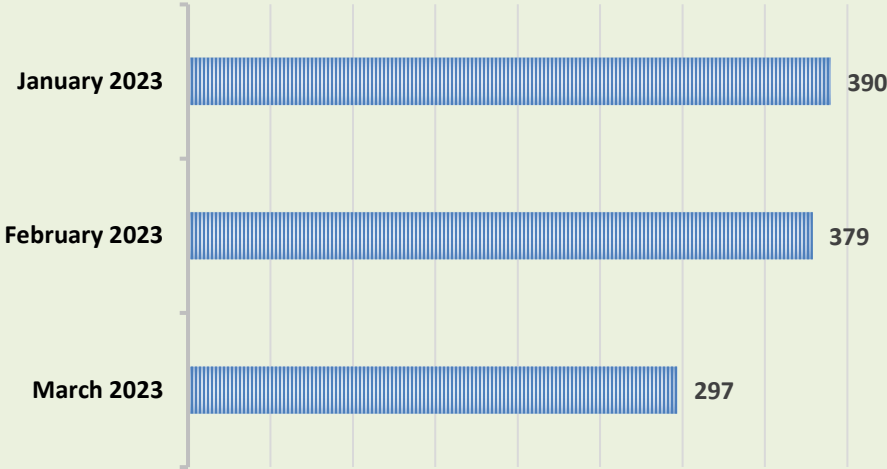


Total Evaluations  
1,129

AREAS EVALUATED



SEGMENT LENGTH (MILES)



Total Miles  
1,066

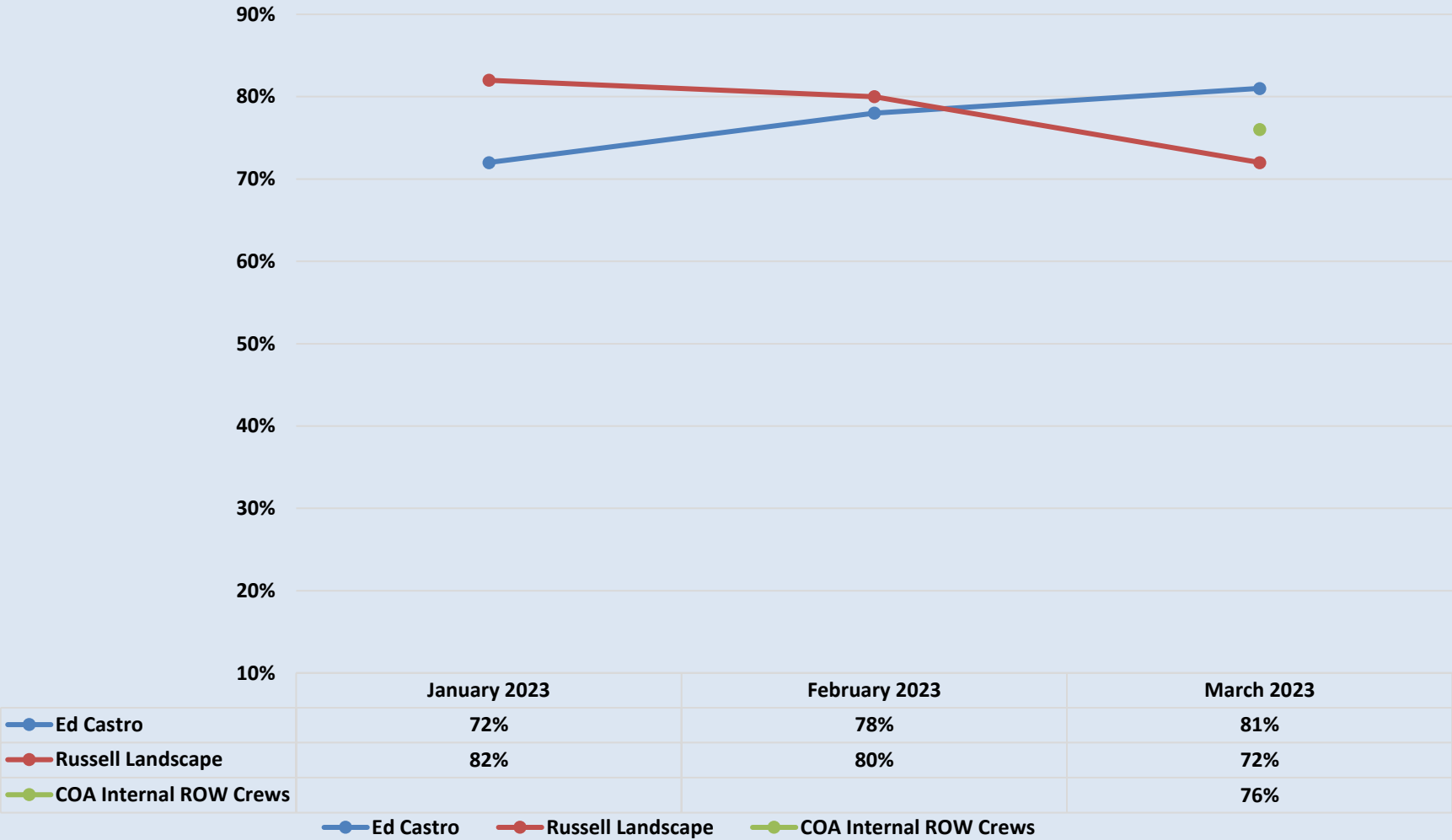


# QUALITY ASSURANCE/QUALITY CONTROL (QA/QC) INSPECTIONS

KPI Target  
100%

Passing Score  
70%

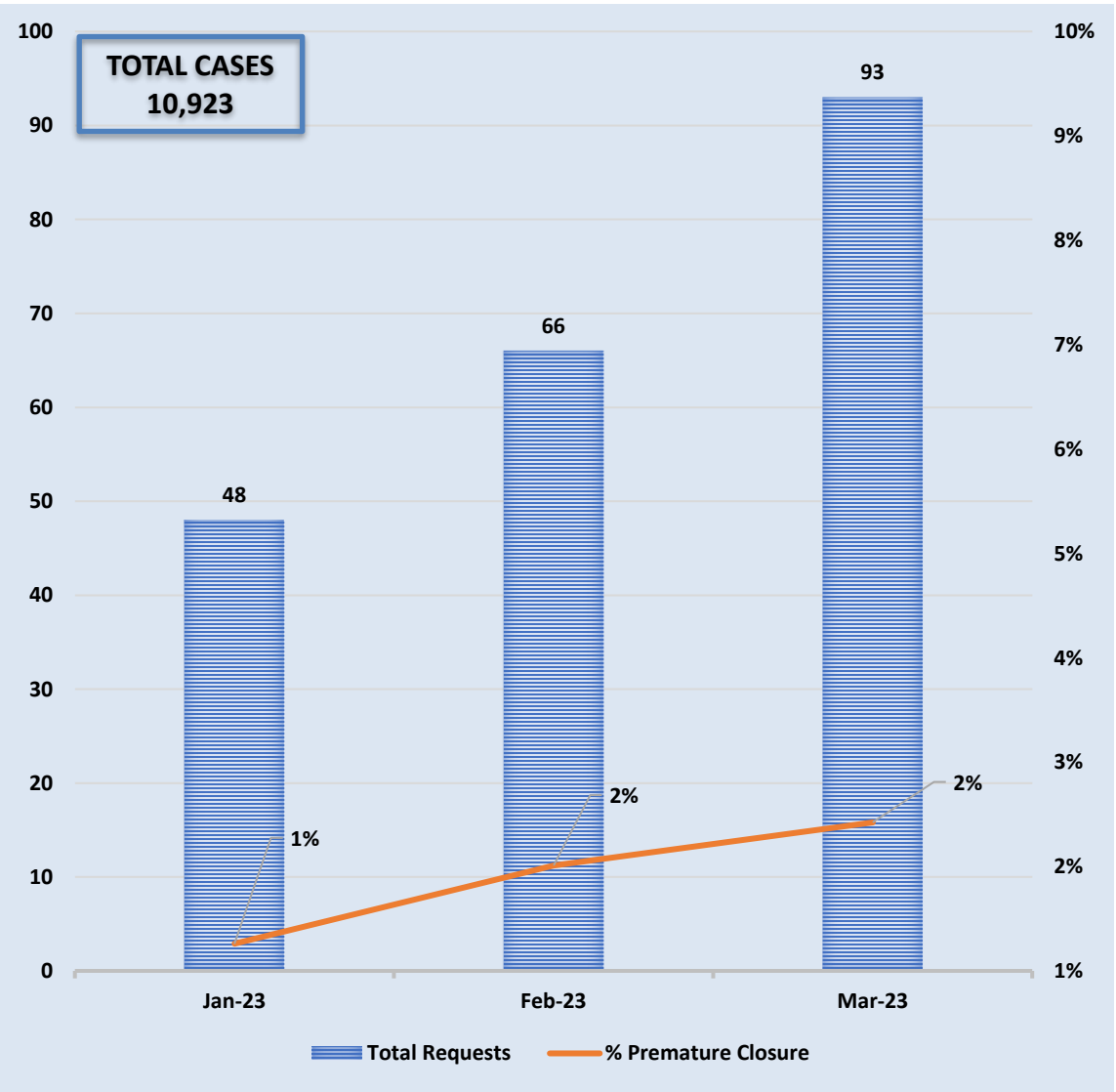
Contractor Evaluation Score (Avg)



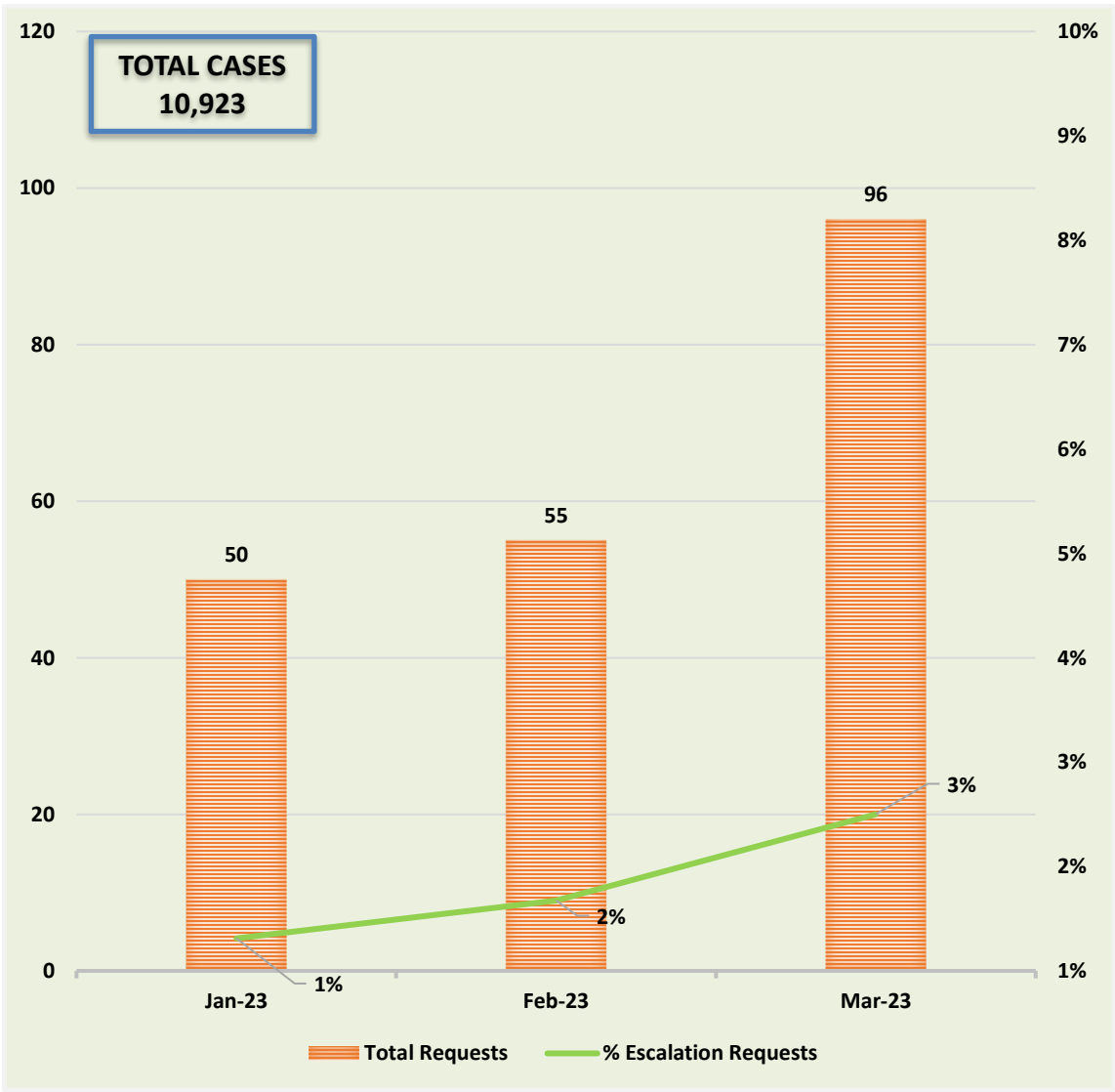


# CUSTOMER SERVICE PERFORMANCE METRICS

Number of Premature Closure Cases vs % of Total Cases

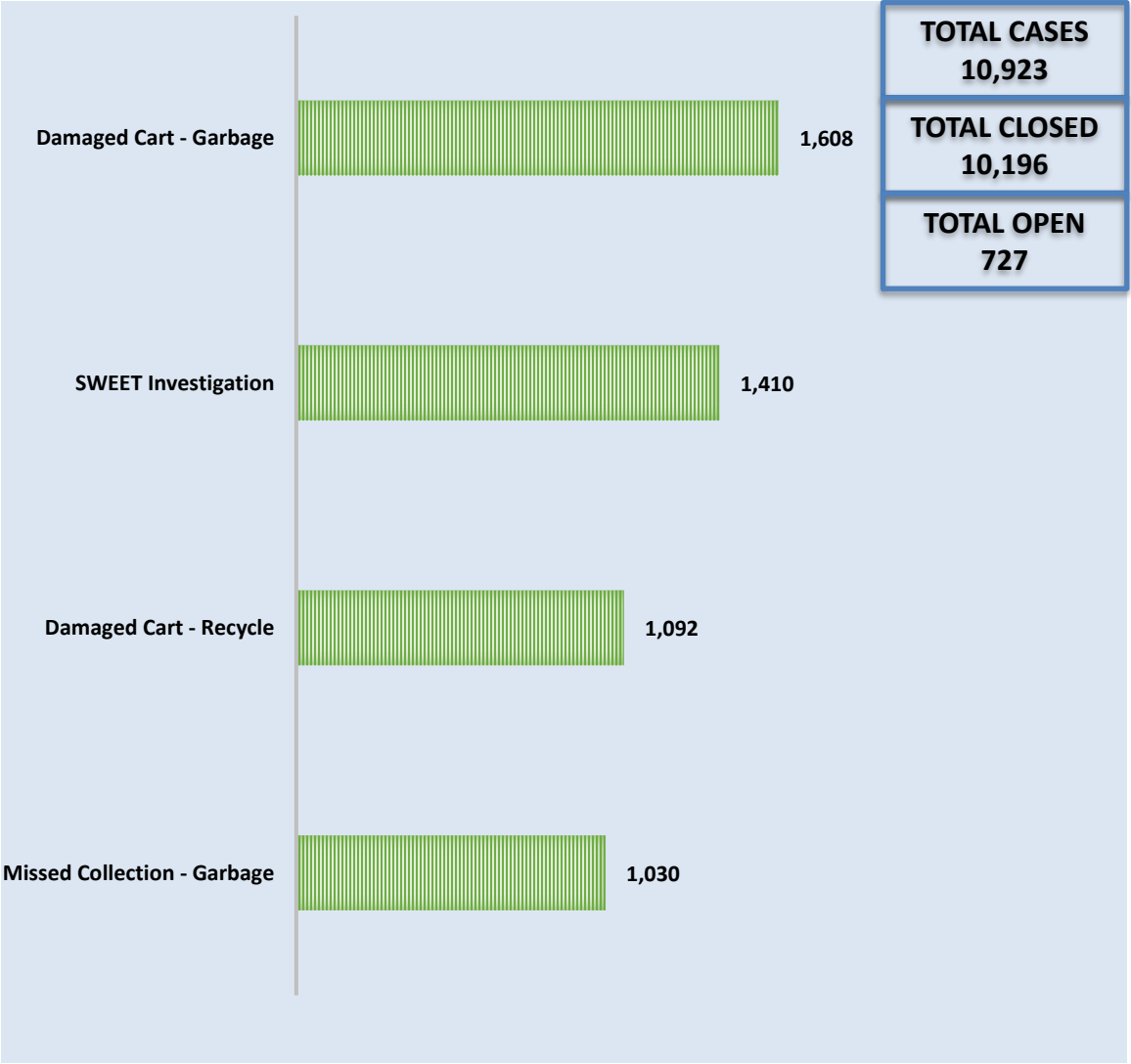


Number of Escalated Cases vs % of Total Cases

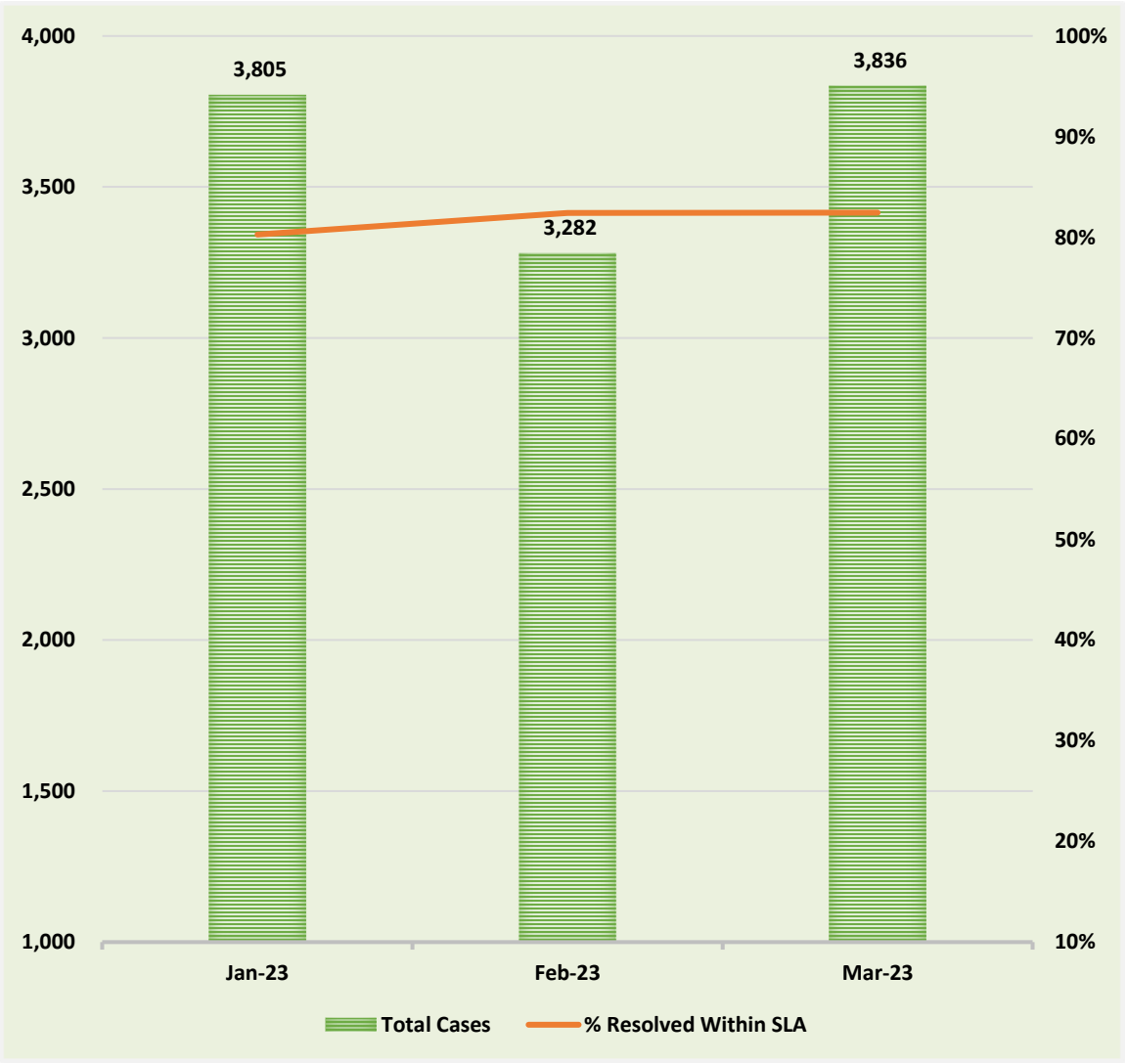




## Top 4 Requested Services – DPW Overall January 2023 – March 2023



## Total Cases Opened vs % of Cases Completed within SLA

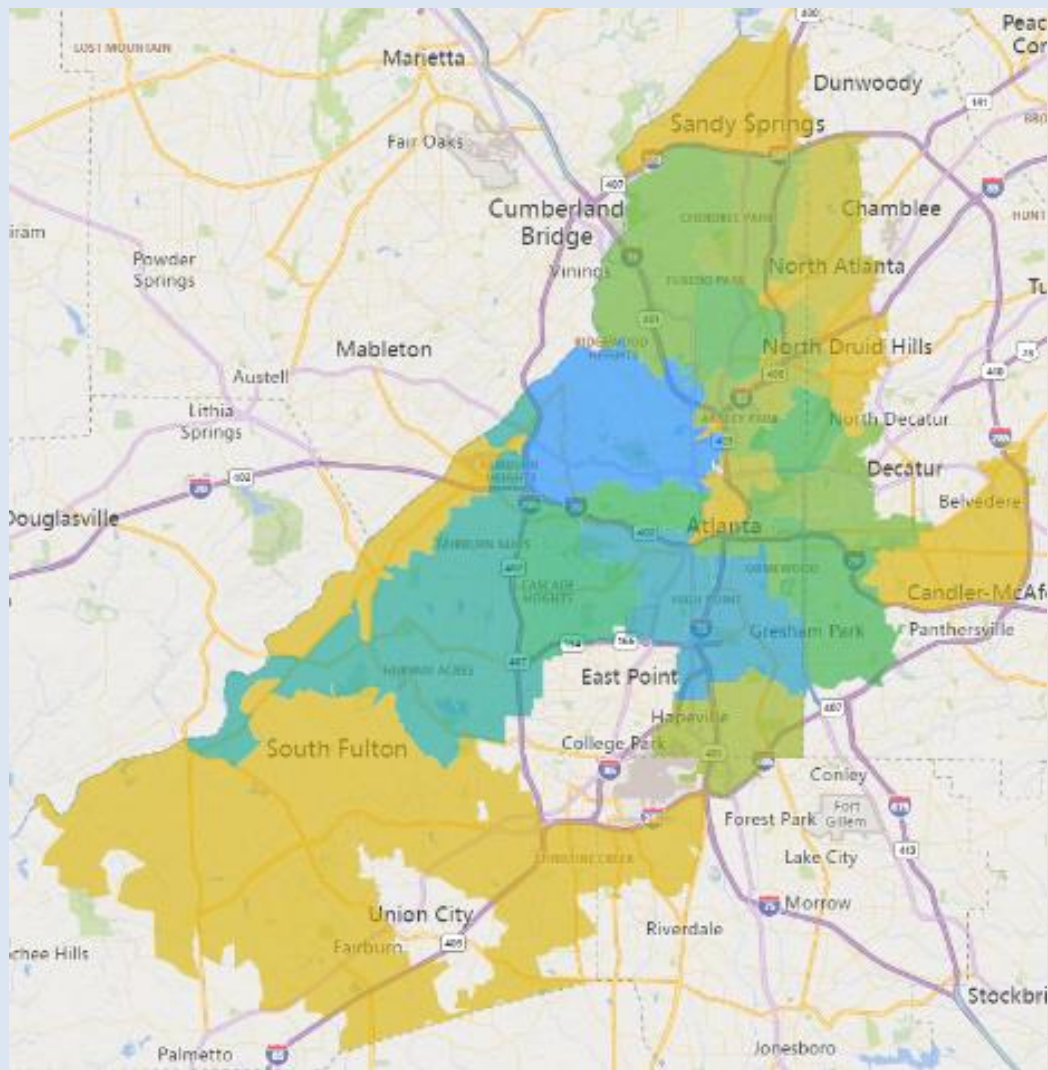






# SWS PERFORMANCE METRICS AT-A-GLANCE

January 2023 – March 2023



OVERALL	
Zip	# of Cases
30318	1179
30315	963
30310	916
30331	818
30311	673
30314	538
30306	484
30316	479
30305	439
30312	408
30327	338
30317	313
30307	304
30309	277
30342	252
30354	195
30324	184
30308	143
30319	83
30313	31
30303	20
30363	14
30326	11
30032	4
30336	4
30213	2
30322	2
30349	2
30328	1
30329	1

SOLID WASTE	
Zip	# of Cases
30315	360
30318	257
30310	236
30316	200
30311	157
30306	155
30331	150
30312	134
30314	123
30305	89
30327	74
30307	72
30342	69
30354	67
30317	59
30309	57
30324	45
30308	37
30319	20
30313	11
30322	2
30326	2
30032	1
Total	2377

SPECIAL OPS	
Zip	# of Cases
30311	87
30331	82
30318	62
30310	59
30315	56
30314	26
30305	25
30316	25
30309	21
30317	20
30327	18
30308	17
30312	15
30307	14
30306	13
30342	12
30354	12
30324	11
30319	8
30303	3
30313	3
30329	1
30336	1
Total	591

ALL BINS	
Zip	# of Cases
30318	643
30331	463
30310	410
30315	318
30311	316
30305	305
30306	294
30314	255
30327	233
30316	218
30317	214
30312	204
30307	183
30309	173
30342	166
30324	105
30308	71
30354	67
30319	52
30363	14
30313	9
30326	4
30303	3
30213	2
30032	1
30328	1
30336	1
Total	4725

SWEET	
Zip	# of Cases
30315	198
30310	195
30318	187
30314	119
30331	104
30311	98
30354	42
30312	40
30316	29
30307	23
30309	23
30317	19
30305	17
30306	15
30308	12
30303	11
30324	11
30327	11
30313	8
30326	5
30342	5
30319	3
30032	2
30336	2
Total	1179



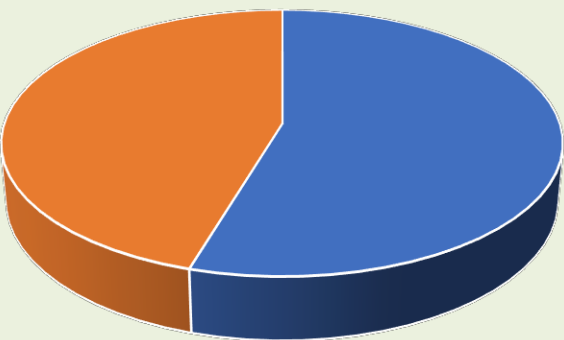
**DPW**  
CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

# SWS

## OFFICE OF SOLID WASTE SERVICES

# Year-to-Year Comparison

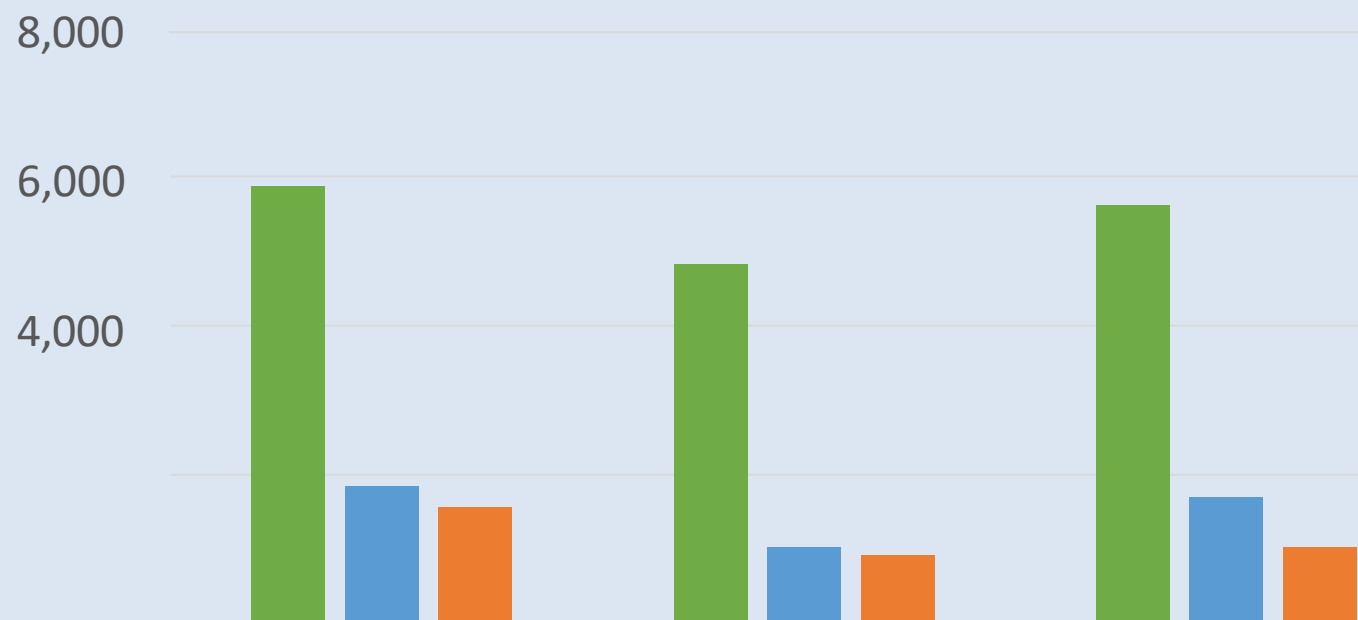
Total Tonnage



FY23 Q3    FY22 Q3



# Solid Waste Tonnage



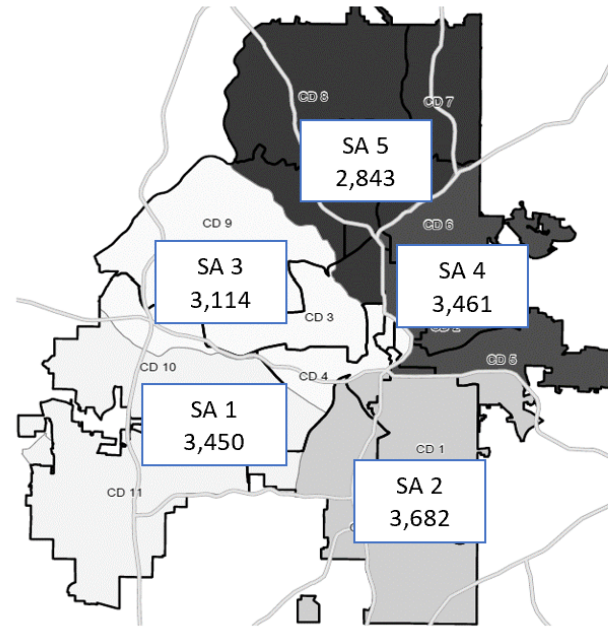
	JANUARY	FEBRUARY	MARCH
Garbage	5,955	4,774	5,820
Recycling	1,888	1,451	1,663
Yard Trimming	1,620	1,425	1,433

Garbage    Recycling    Yard Trimming



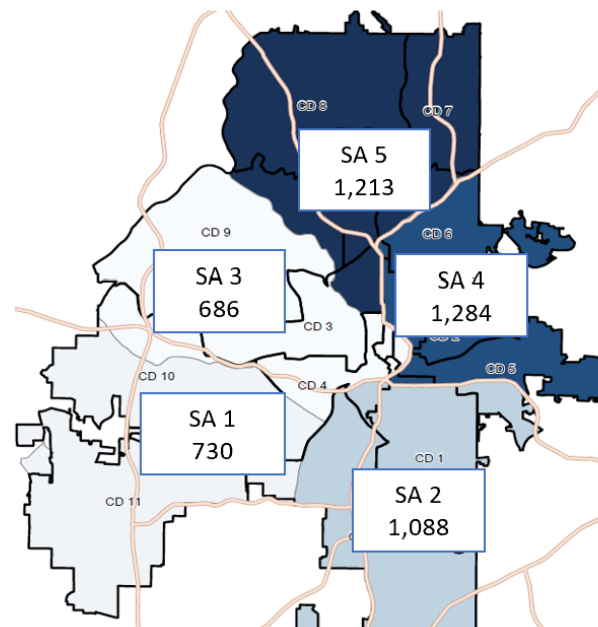
# SOLID WASTE SERVICES TONNAGE

## Garbage Tonnage



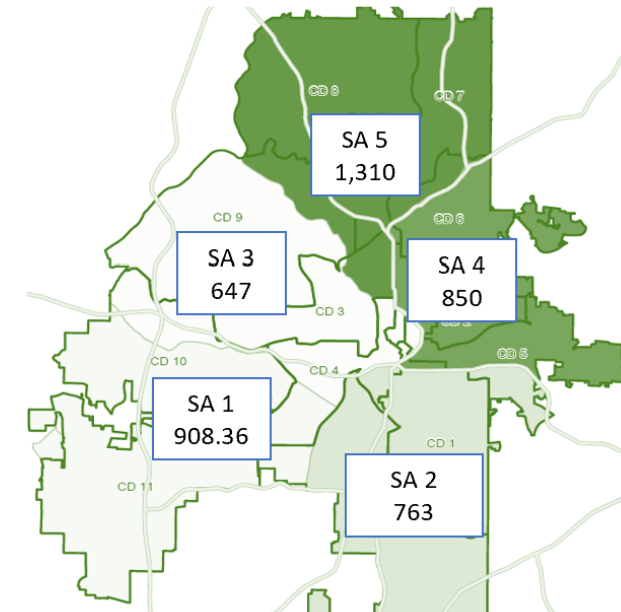
Total Tonnage	
FY23 Q2	FY23 Q3
17,397	16,549

## Recycling Tonnage



Total Tonnage	
FY23 Q2	FY23 Q3
4,976	5,002

## Yard Trimming Tonnage

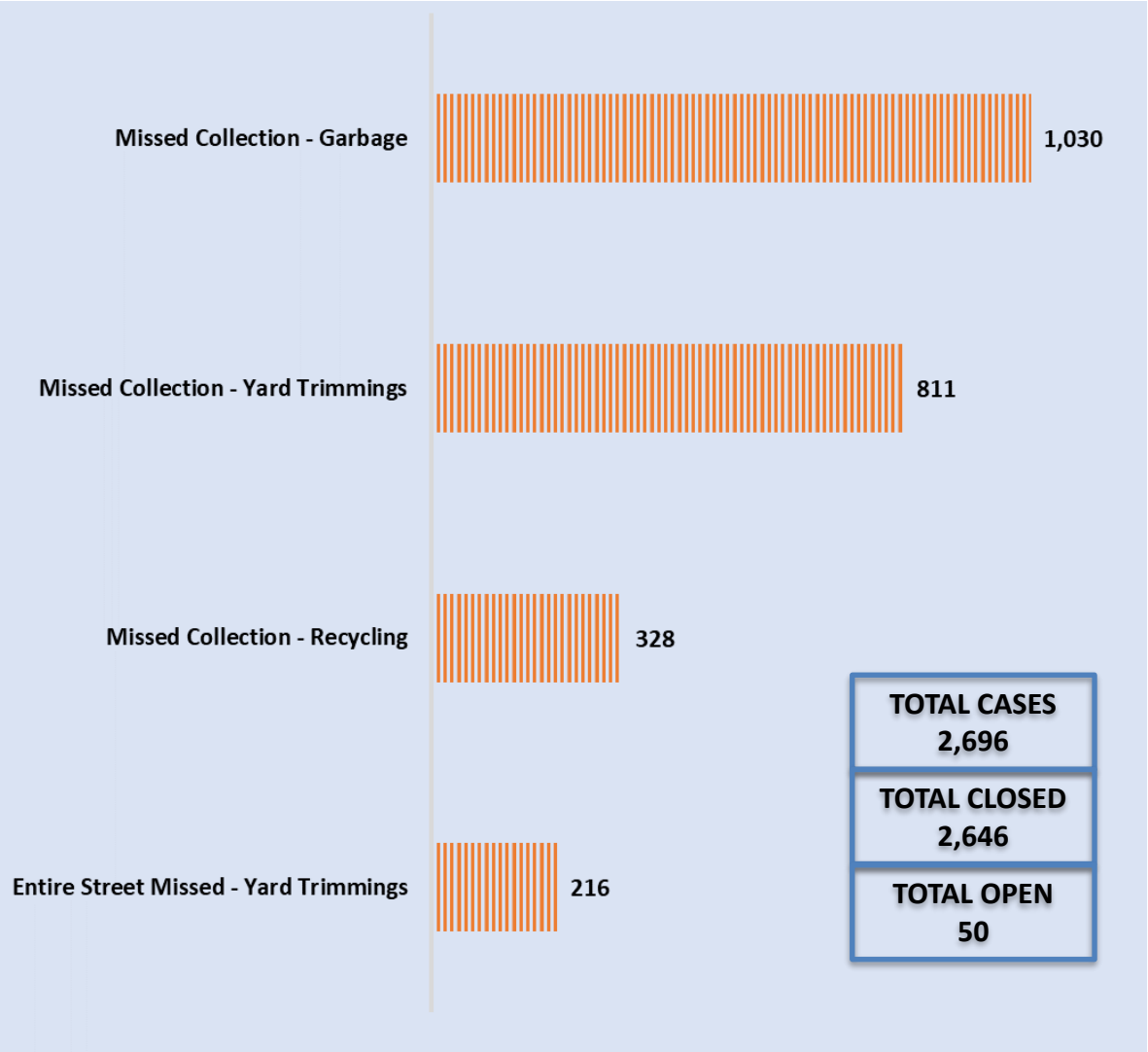


Total Tonnage	
FY23 Q2	FY23 Q3
4,684	4,478

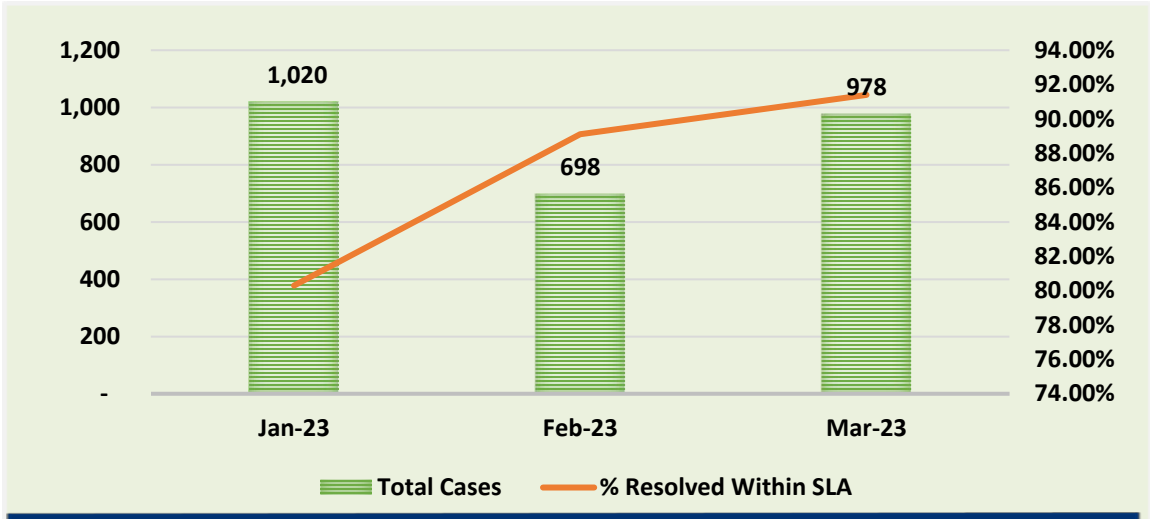


# CURBSIDE COLLECTION PERFORMANCE METRICS

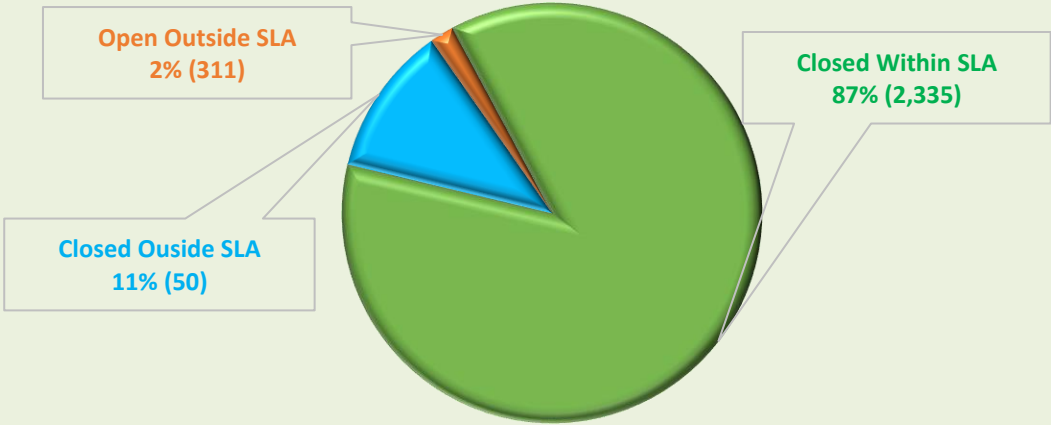
## TOP 4 REQUESTED SERVICES – SOLID WASTE January 2023 – March 2023



## TOTAL CASES OPENED VS % OF CASES COMPLETED WITHIN SLA



## Overall % of Solid Waste Cases by SLA January 2023 – March 2023



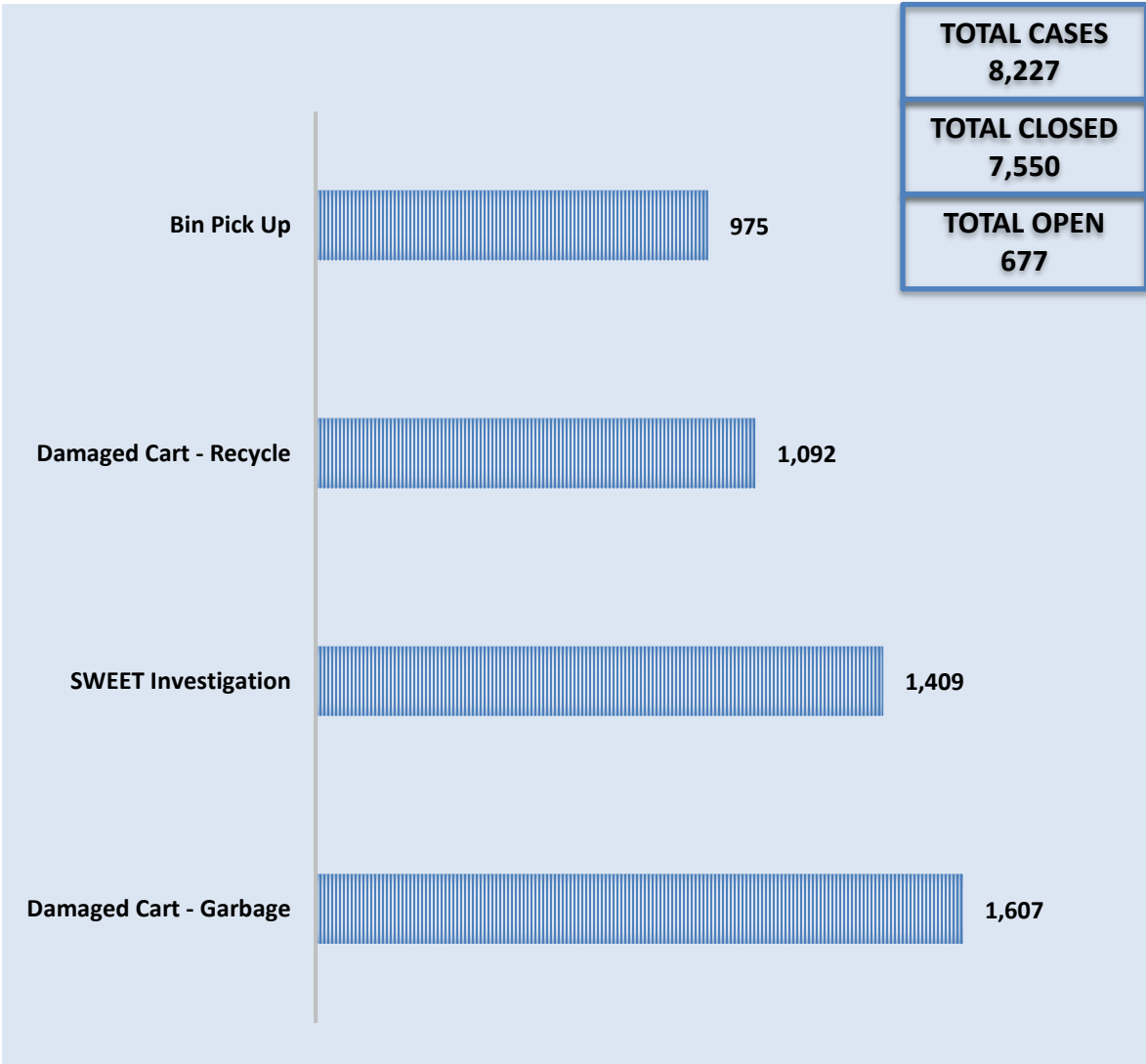




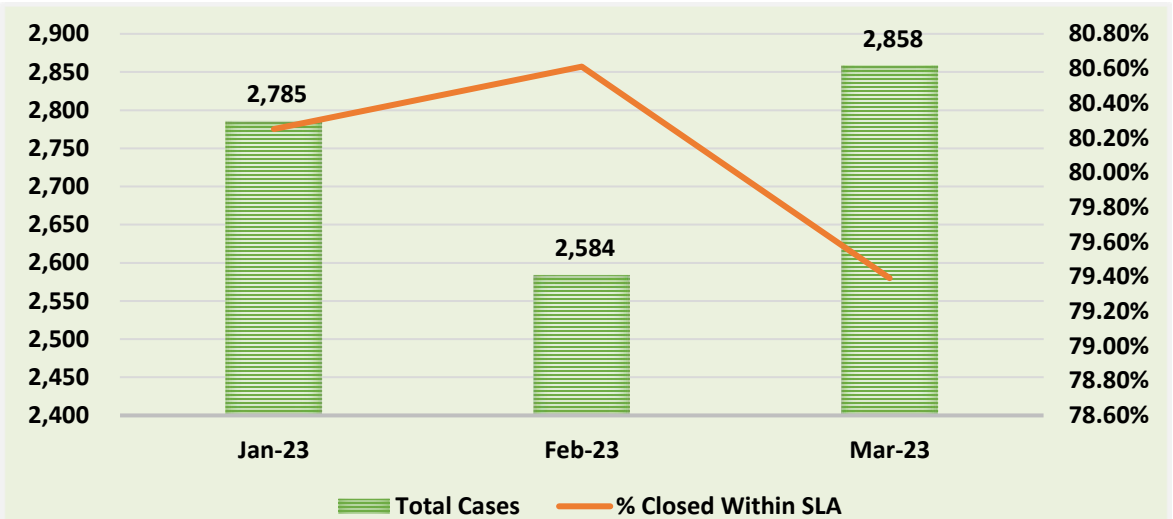
# SPECIAL OPERATIONS PERFORMANCE METRICS

## TOP 4 REQUESTED SERVICES – SPECIAL OPS

January 2023 – March 2023

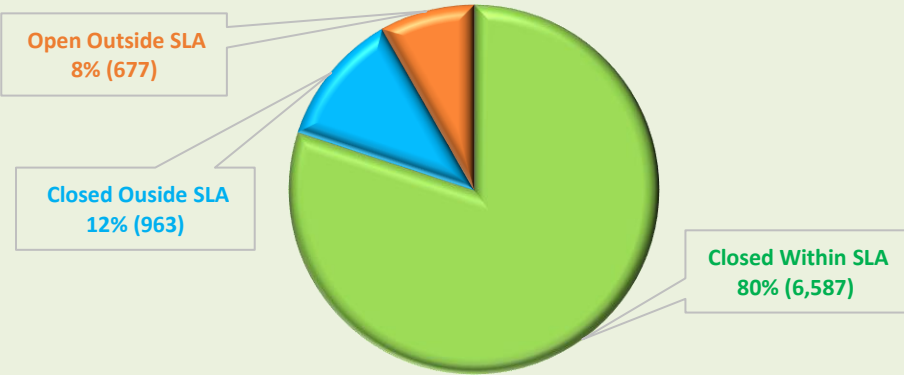


## TOTAL CASES OPENED VS % OF CASES COMPLETED WITHIN SLA



## OVERALL % OF SPECIAL OPS CASES BY SLA

January 2023 – March 2023





## January 2023



### MLK March & Rally

#### Seal and Secure Public Receptacles & Fortification

- ☐ 40 team members, 400+work hours
- ☐ 26 equipment units allocated for the event
- ☐ 1.8 tons collected

## March 2023



### St. Patrick's Day Parade

#### Seal and Secure Public Receptacles & Fortification

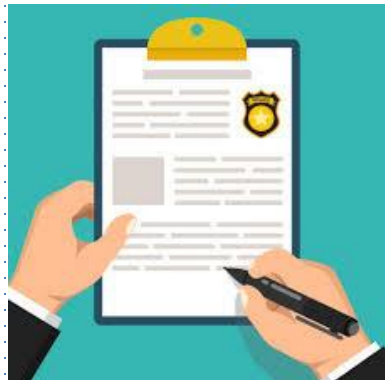
- ☐ 32 team members, 240 work hours
- ☐ 24 equipment units allocated for the event
- ☐ 1.4 tons collected



# SOLID WASTE EDUCATION AND ENFORCEMENT (SWEET)

6,340

Total Inspections Performed



163

Re-inspections



143

Dumpsite Inspections



423

Proactive Cases

728

Illegal Dumping Inspections



902

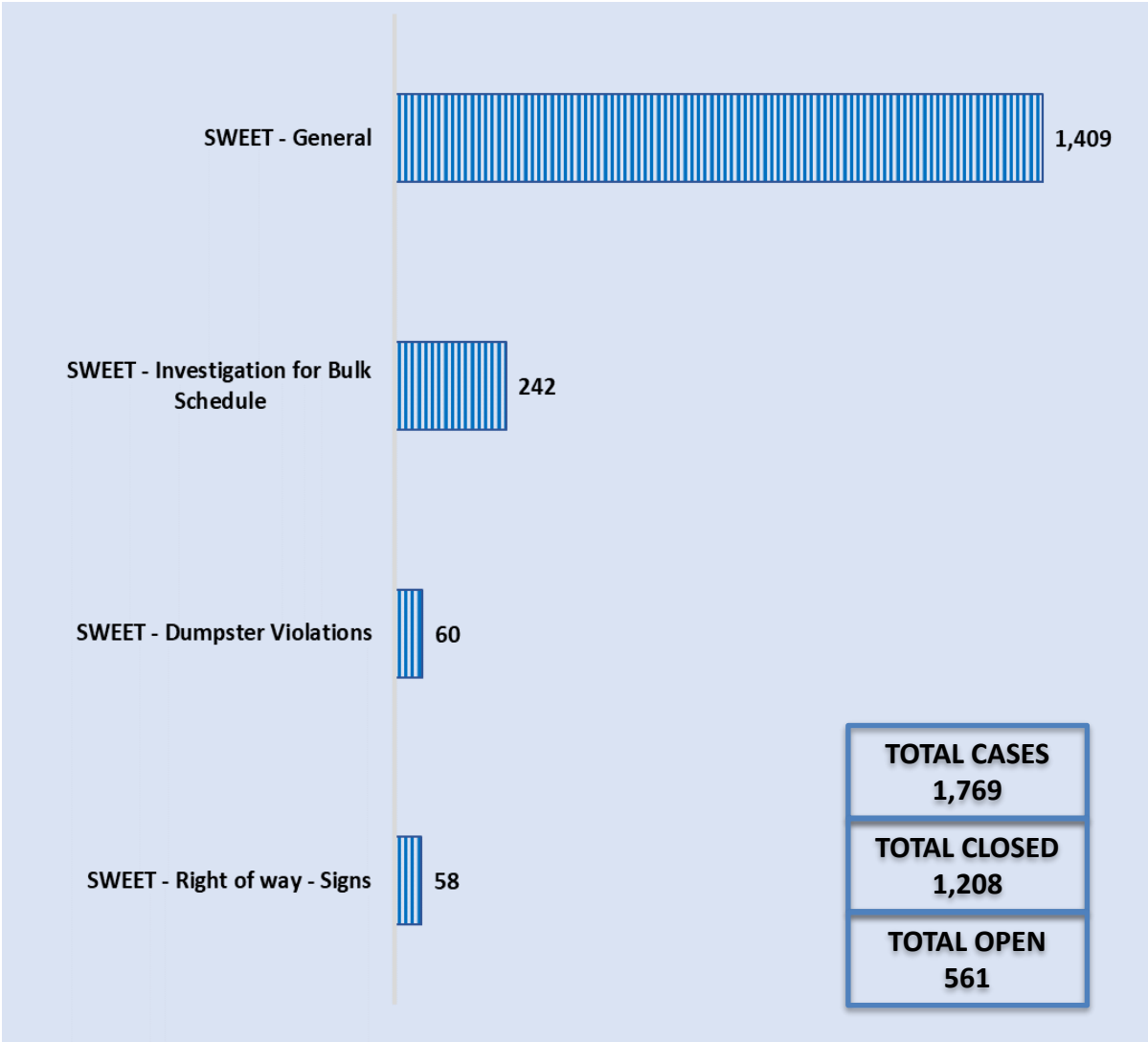
311 Inspections



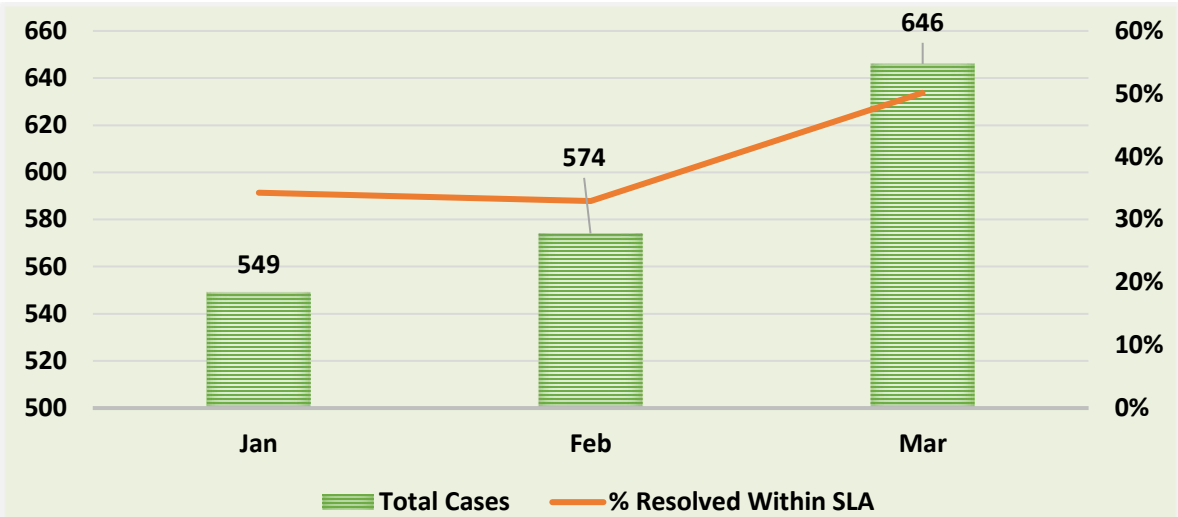


# SWEET PERFORMANCE METRICS

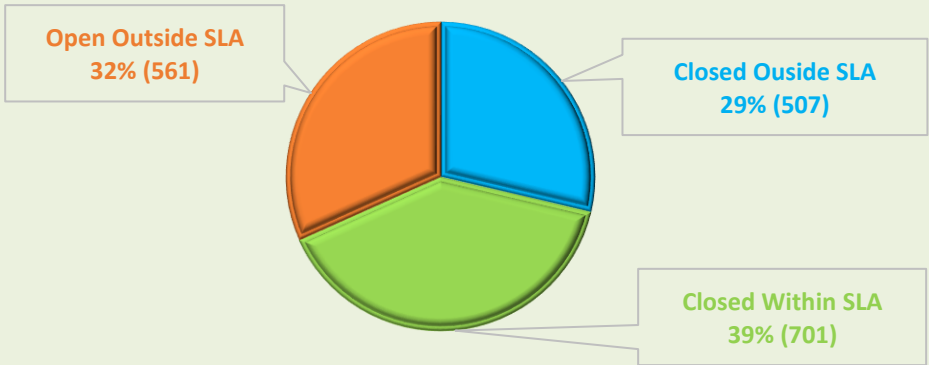
## TOP 4 REQUESTED SERVICES – SWEET January 2023 – March 2023



## TOTAL CASES OPENED VS % OF CASES COMPLETED WITHIN SLA



## OVERALL % OF SWEET CASES BY SLA JANUARY 2023 – MARCH 2023





DPW

CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

# SPECIAL PROJECTS



# OPERATION CLEAN SWEEP PERFORMANCE METRICS

## Volunteer- Based Metrics January 2023 – March 2023

**EVENTS** 9  
Total Events

Total Volunteers  
**28**

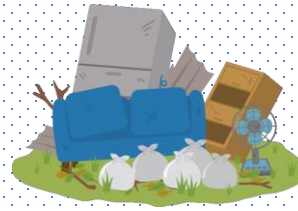
**15**  
Volunteer  
Hours

**1**  
Tons of Litter  
Collected

**31**  
Miles Serviced

## OCS Performance Metrics January 2023 - March 2023

**143**  
Illegal  
Dumping Sites Completed



**1815**  
Tons of Litter Collected

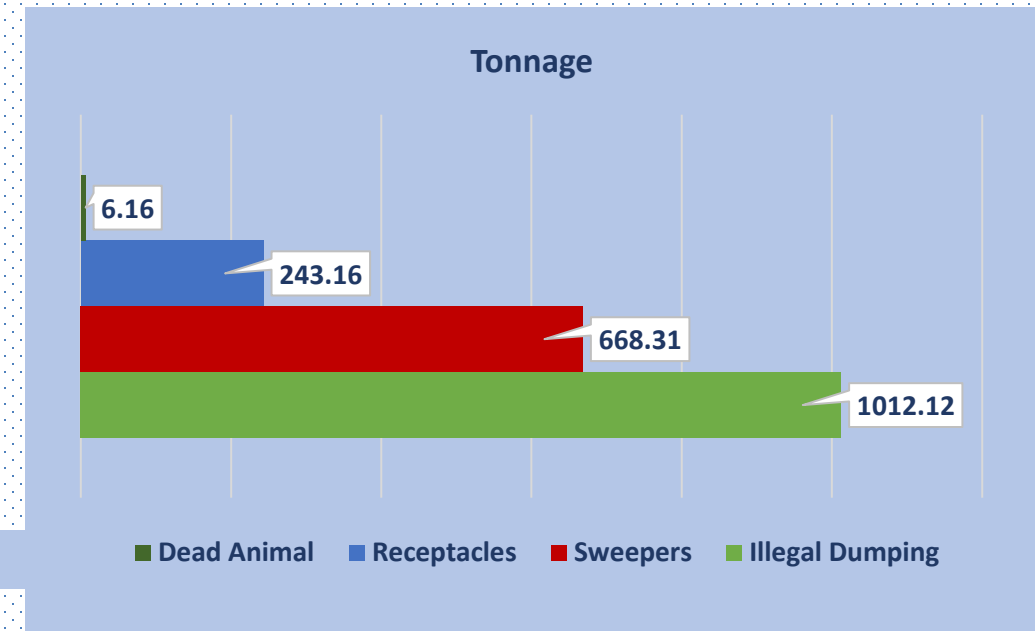
**25,235**  
Right-of-Way (ROW) Miles



**60,980**  
Receptacles Serviced



**7,008**  
Street Sweeping Miles



Tonnage (All OCS Services)



## Mobile Surveillance Cameras

**Official Launch: February 24, 2023**

**Location: Stone Hogan Park**

*"Hi, all-*

*I wasn't sure who all I should add to my note of appreciation, so I am sending this to the broader group. Since the camera system was installed a couple of weeks ago, I have noticed an **immediate** reduction in trash and illegal dumping at the curve near the park entrance. I cannot thank you enough for making that happen! While there is still trash accumulating along the footpath into the park, it has really cut down on the amount of household garbage, tires and the like.*

*We appreciate this team helping us to beautify the community."*

*-Jenny  
Atlanta Resident*





**DPW**  
CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

# BULK COLLECTIONS





# BULK COLLECTION OVERVIEW

8,168

- TOTAL BULK REQUESTS FULFILLED

January – 527 tons

February – 564 tons

March – 520 tons

## MOST REQUESTED BULK ITEMS



## MOST REQUESTS BY AREA





**DPW**  
CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

# KABC

**KEEP ATLANTA BEAUTIFUL COMMISSION**



## Community Engagement

### COMMUNITY CLEANUPS

Q1	Events	Volunteers	Volunteer Hours	Miles Cleaned	Tons Collected
January	20	395	847.5	26	2
February	45	197	222	31	2
March	24	497	774.5	29	2
Total	89	1089	1844	86	6







**DPW**  
CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

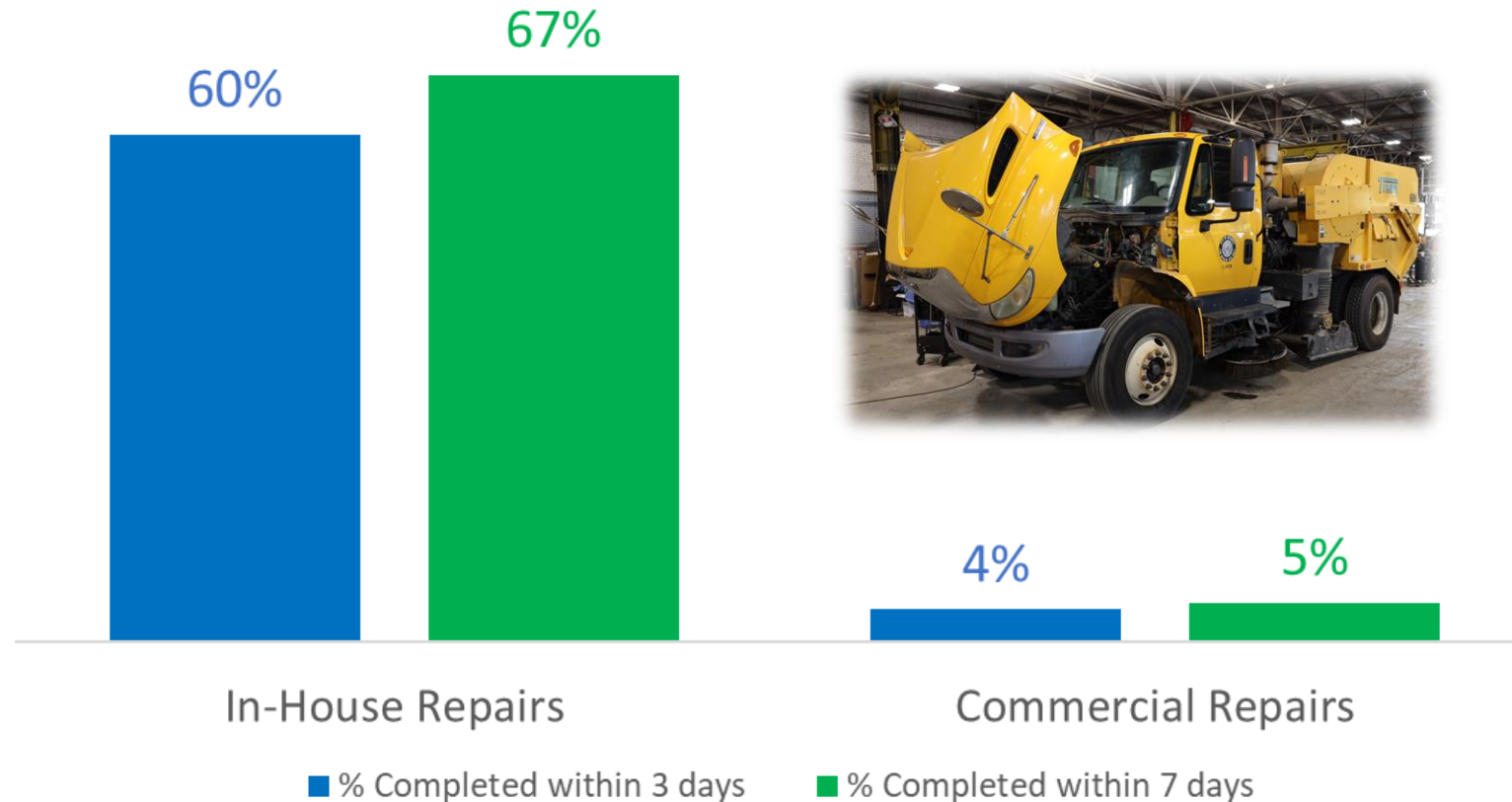
# OFS

## OFFICE OF FLEET SERVICES



# FLEET PERFORMANCE METRICS

% Repairs Completed Within 3 days and 7 days

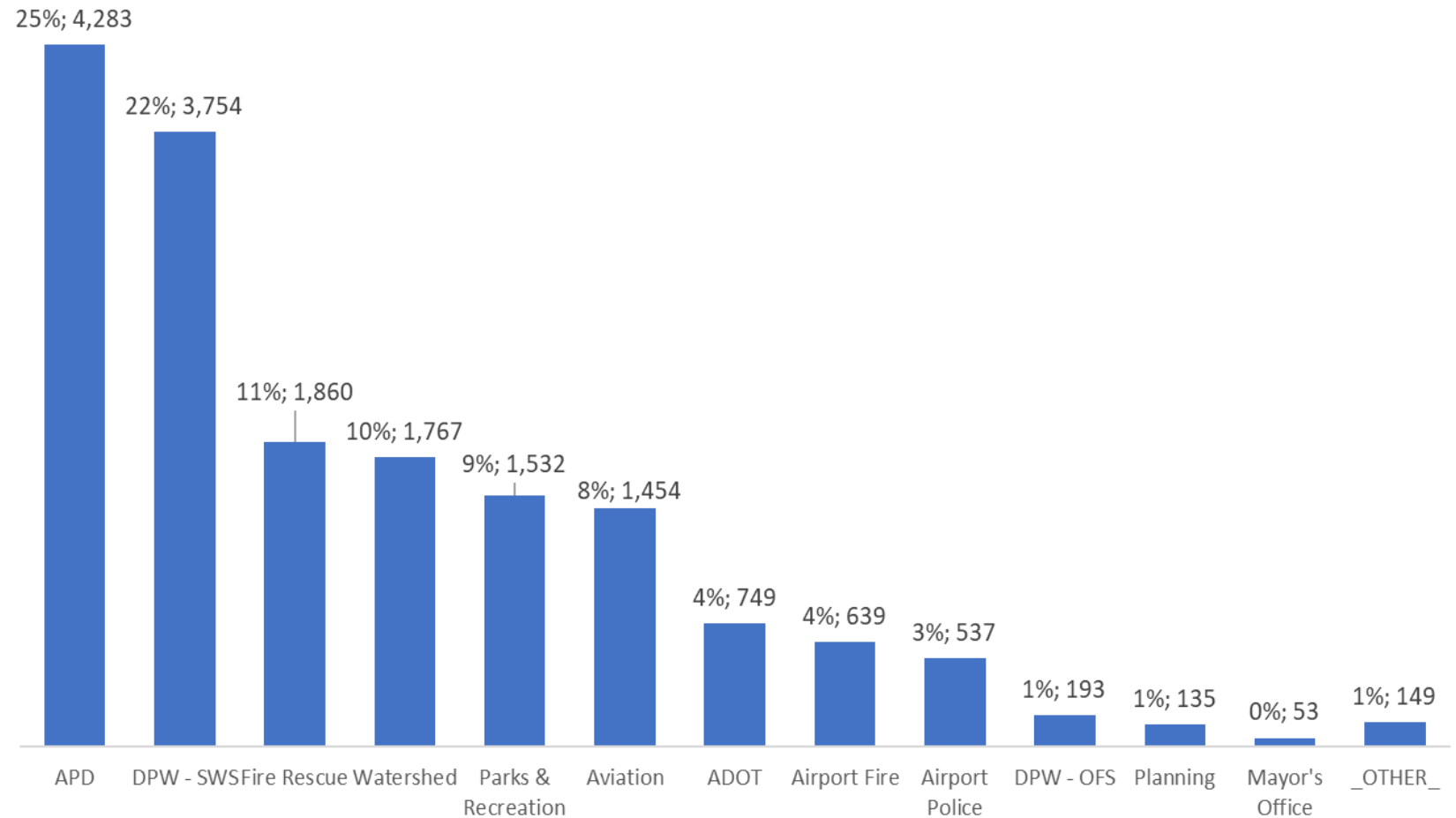




Q3 (Jan – Mar 2023)	17,106
Q2 (Oct – Dec 2022)	16,551

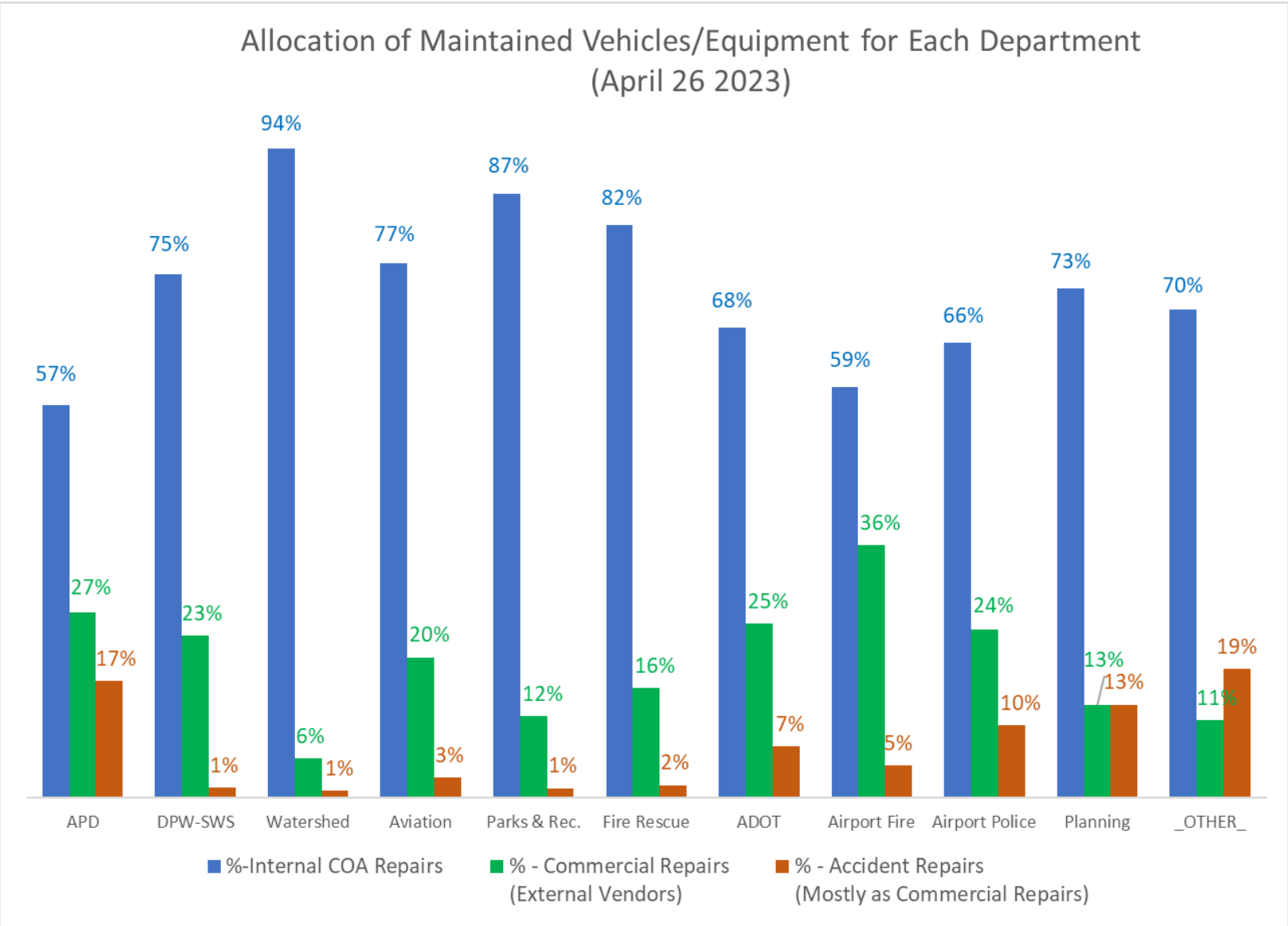


## Number Of Hours Spent Maintaining Vehicles/Equipment (FY23 Q3: January - March 2023)





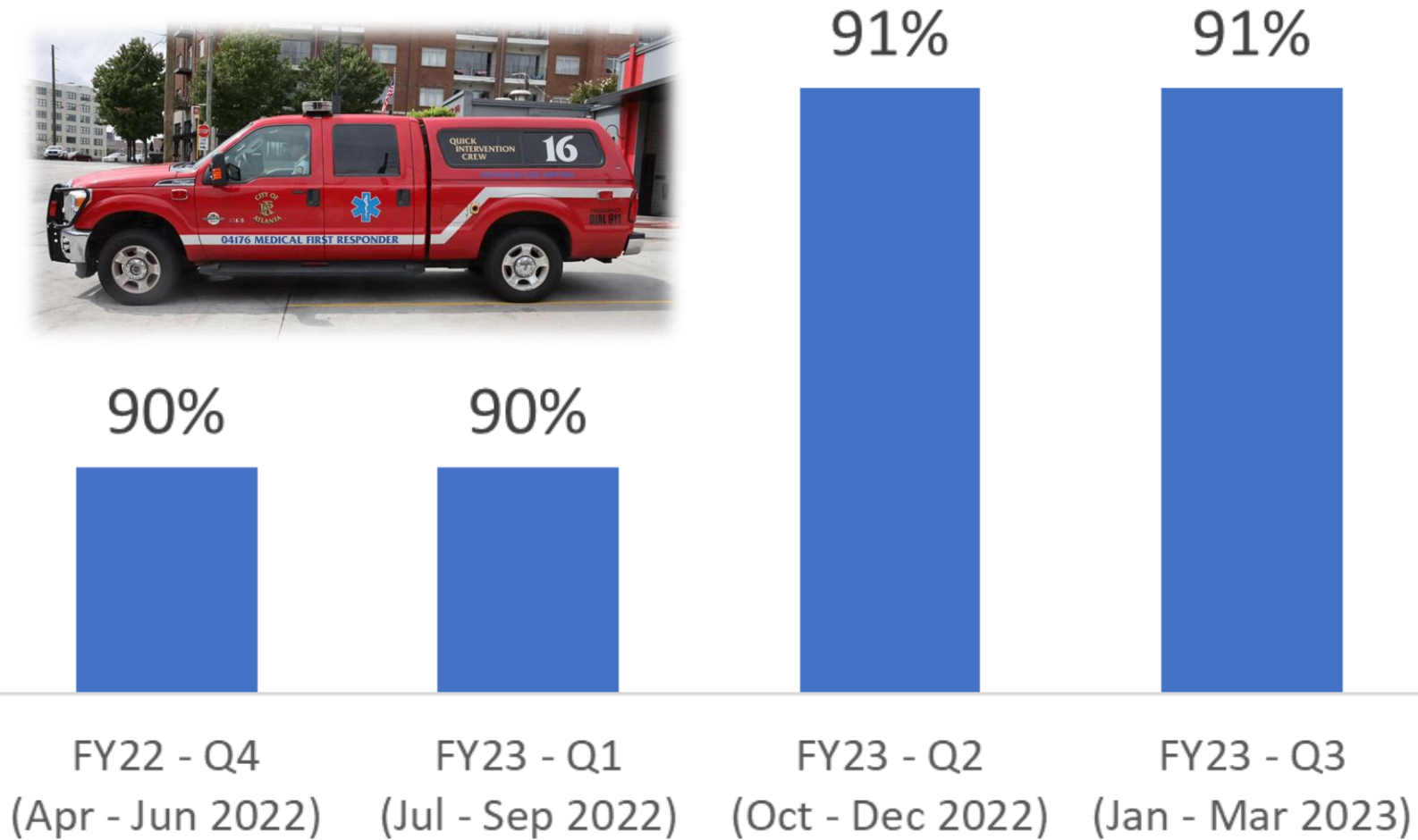
	Total No. Awaiting Repair
Internal COA Repairs	651
Commercial Repairs	183
Accident Repairs	62





# FLEET PERFORMANCE METRICS

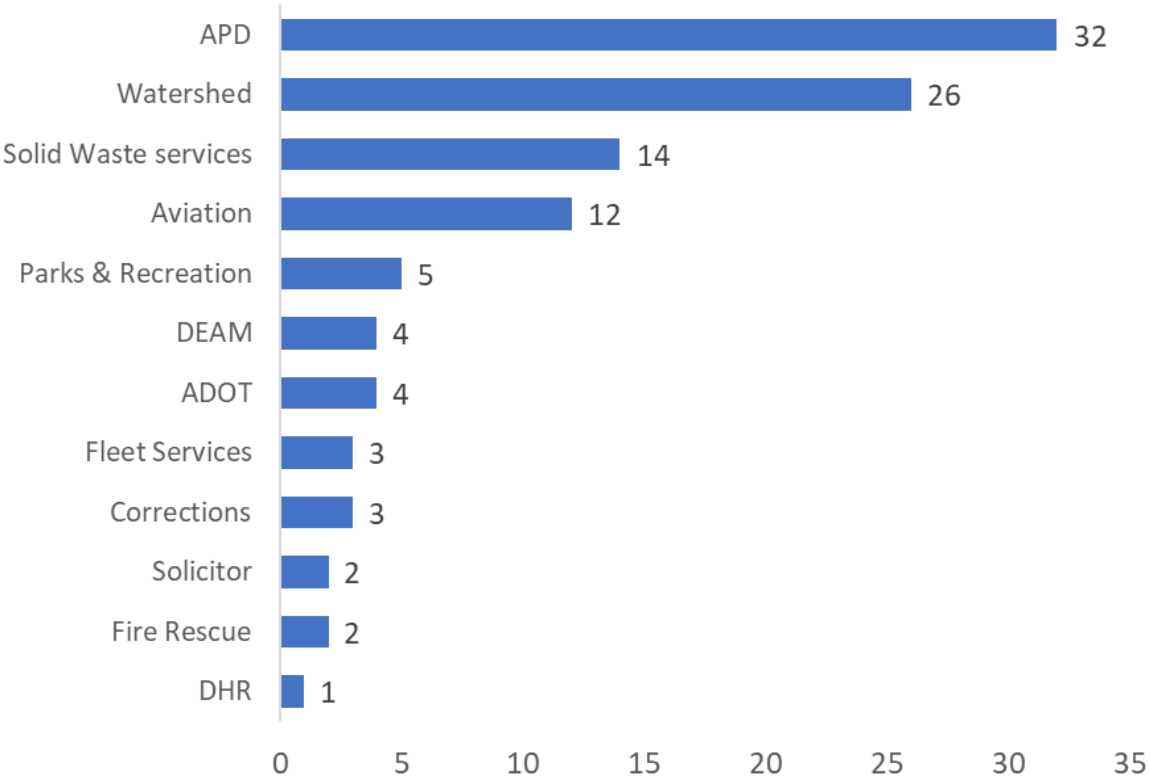
## Citywide Vehicle Availability





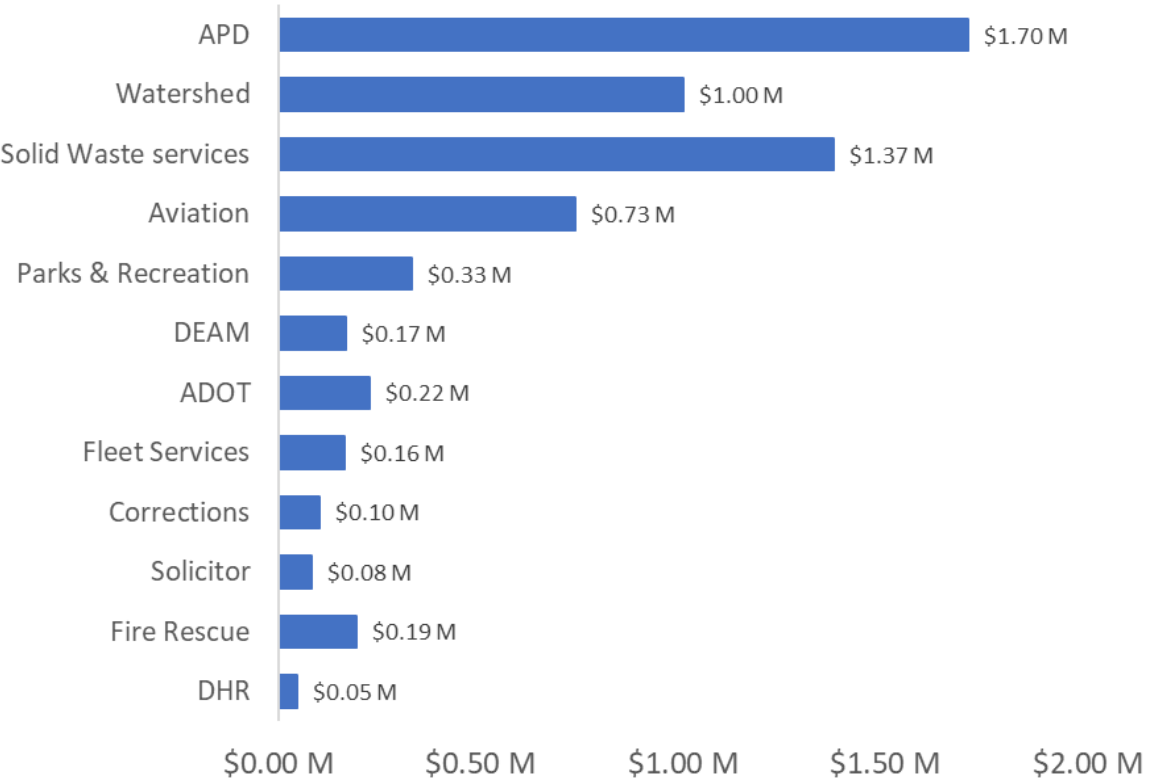
# FLEET VEHICLE REPLACEMENT PROGRAM

Q3 # of Vehicles Purchased  
(January - March 2023)



Q2 (Oct – Dec 2023)	Q3 (Jan – Mar 2023)
150	108

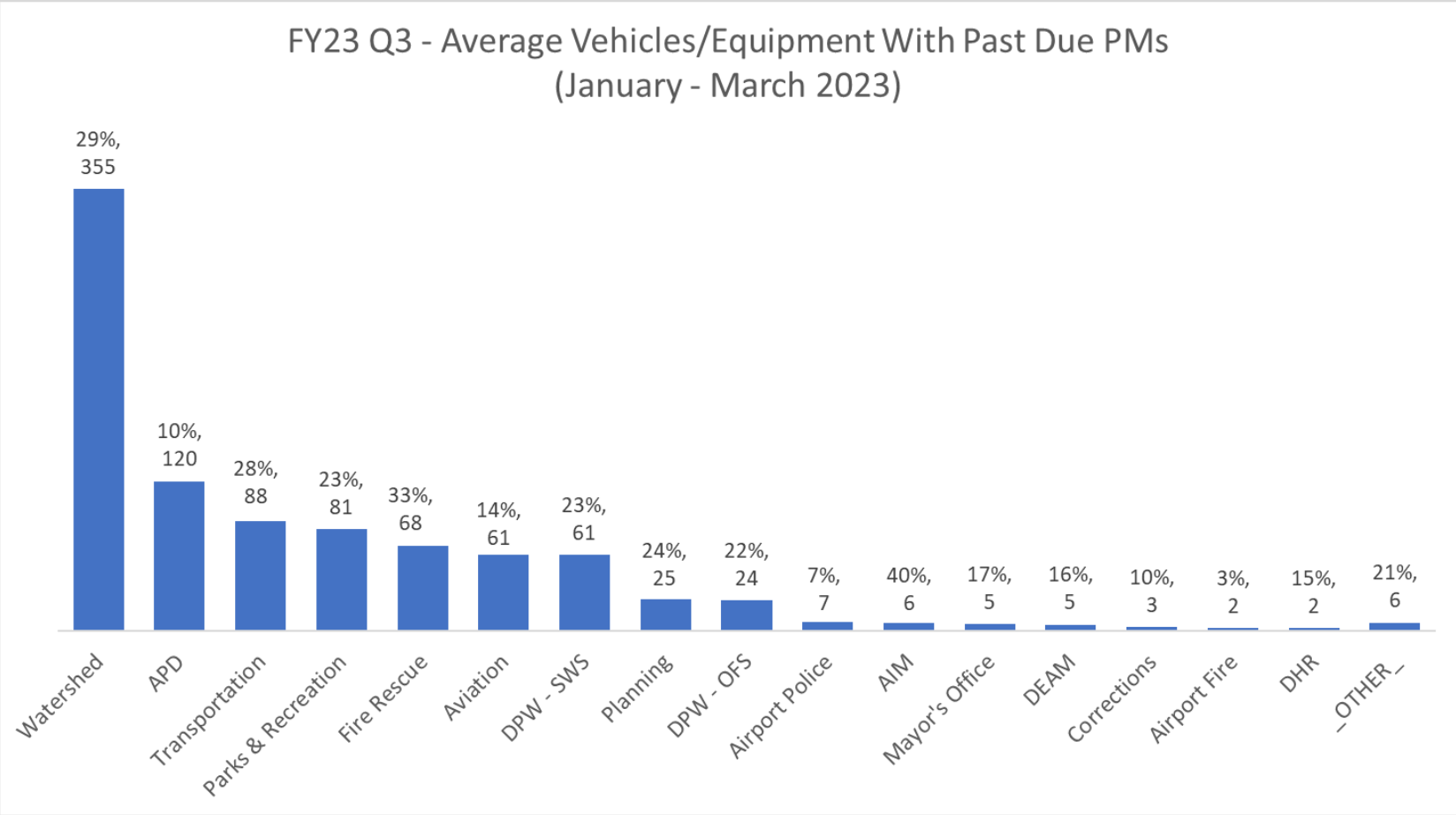
Q3 Vehicle Replacement Costs  
(January - March 2023)



Q2 (Oct – Dec 2023)	Q3 (Jan – Mar 2023)
7M	6M



# FLEET VEHICLE PREVENTIVE MAINTENANCE



FY23	Q2 Average	Q3 Average
No. Of PMs Past Due	988	919
% - Of PMs Past Due	22%	20%



**DPW**  
CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

# HR

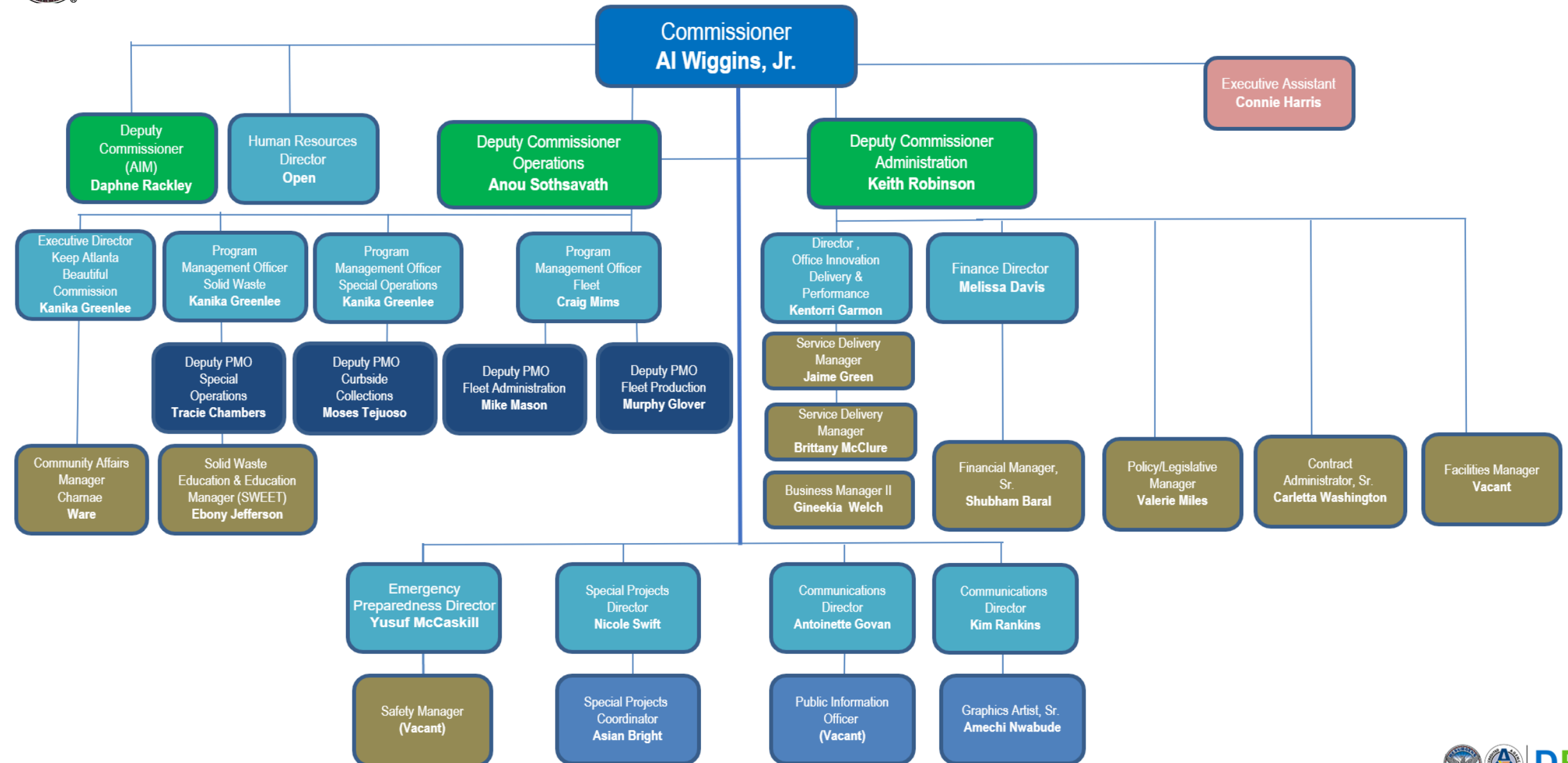
## HUMAN RESOURCES







# DEPARTMENTAL ORGANIZATIONAL CHART - CURRENT





Total Positions	*Positions Filled	Positions Not Filled	% Filled
685	539	146	79%

## Overall Percentage Filled by Department

DEPARTMENT	Filled	Vacant	Allocated	Percentage Filled
Office of Commissioner	37	11	48	77%
Office of Solid Waste Services	382	79	461	83%
Office of Fleet Services	120	56	176	68%

\*\*Solid Waste vacancies are aggressively being sourced and filled.



**DPW**

CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

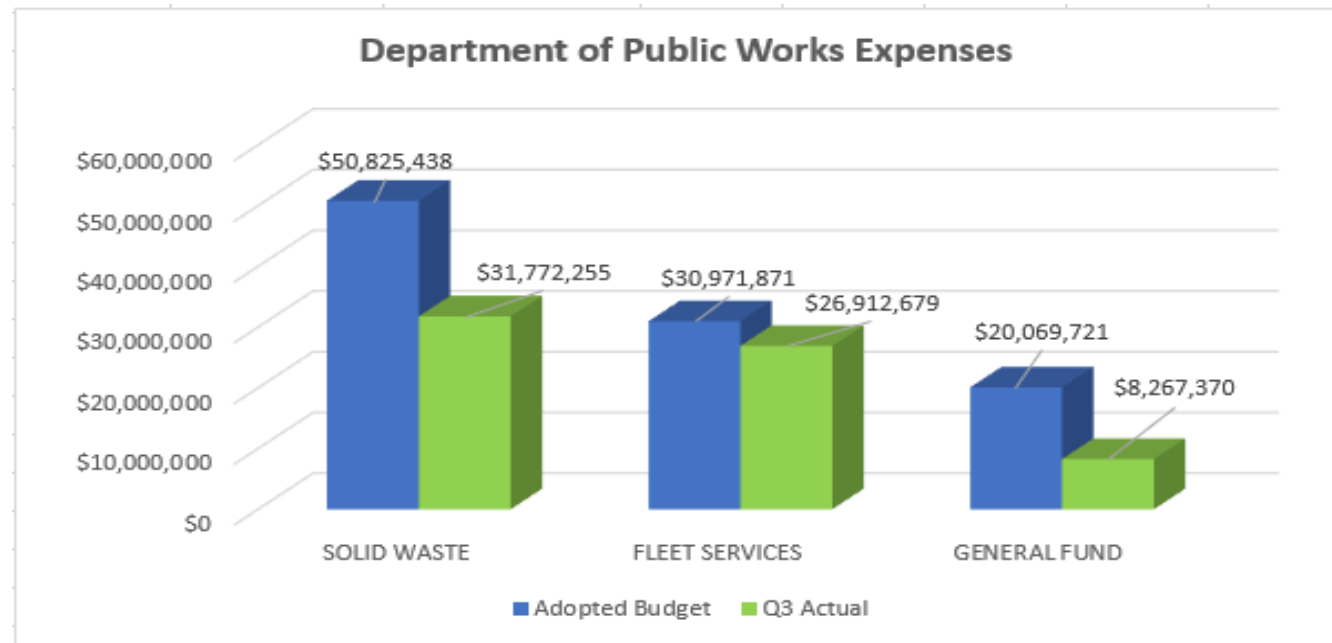
# FINANCE





# DEPARTMENTAL FINANCIAL SNAPSHOT

DEPARTMENT	BUDGET	Q3 ACTUAL	PERCENTAGE
SOLID WASTE	\$50,825,438	\$31,772,255	63%
FLEET SERVICES	\$30,971,871	\$26,912,679	87%
GENERAL FUND	\$20,069,721	\$ 8,267,370	41%
<b>TOTAL</b>	<b>\$101,867,030</b>	<b>\$66,952,304</b>	<b>66%</b>





**DPW**

CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

# **SAFETY DIVISION**



## JANUARY

- Total Accidents - 4
- Preventable - 1

## FEBRUARY

- Total Accidents - 3
- Preventable - 0

## MARCH

- Total Accidents - 11
- Preventable - 6



## 244

TOTAL TRAINING HOURS  
New Hire Safety Trainings (NEST)

## 54


GENERAL SAFETY TRAINING

## 89

CERTIFIED FLAGGER TRAINING

## 101

CERTIFIED DEFENSIVE DRIVER


  
**7 Steps to using an AED Pt. 1**

An AED is a medical device used to treat victims of cardiac arrest. It analyzes a patient's heart rhythm to determine whether a shock is needed to restore a normal heartbeat and if it determines that a shock is necessary, it delivers a shock to the patient using an electrical current. Generally, they are used in conjunction with CPR.

Understanding how the device works and what the steps for using an AED are can help you feel ready should you ever need to operate one. This guide breaks down AED instructions into easy-to-remember steps so that you'll be prepared.

**Step 1: Assess the scene**

First, check the scene and make sure that it is safe to approach the victim. If there is another bystander around, have them call 911 for help.



**Remember, Safety is the Best Practice**  
Department of Public Works Safety and Training Division  
For all after-hour emergencies, contact the after hour Duty Officer at (404) 387-8185.  
Contact (404) 548-1499 to report all accidents.

  
**7 Steps to using an AED Pt. 2**

**Step 2: Turn on AED and follow prompts**

**Step 3: Attach electrode pads**


**Step 4: Plug in AED Machine**

**Step 5: Check for shockable rhythm**

**Step 6: Administer shock if necessary**

**Step 7: Administer chest compression CPR**

**Remember, Safety is the Best Practice**  
Department of Public Works Safety and Training Division  
For all after-hour emergencies, contact the after hour Duty Officer at (404) 387-8185.  
Contact (404) 548-1499 to report all accidents.

  
**CPR Step-by-step**

**Performing CPR while waiting for medical assistance can greatly increase a person's chance of survival from cardiac arrest.**

**01** Call 911 or ask someone else to.


**02** Lay them on their back and open their airway.

**03** Check for breathing. If they are not breathing, start CPR.

**04** Perform 30 chest compressions.

**05** Give them two rescue breaths.

**06** Repeat until an ambulance or automated external defibrillator (AED) arrives.



**Remember, Safety is the Best Practice**  
Department of Public Works Safety and Training Division  
For all after-hour emergencies, contact the after hour Duty Officer at (404) 387-8185.  
Contact (404) 548-1499 to report all accidents.





# CDL TRAINING PERFORMANCE METRICS

## Classroom Training

Total Students  
14

Permits Received  
10

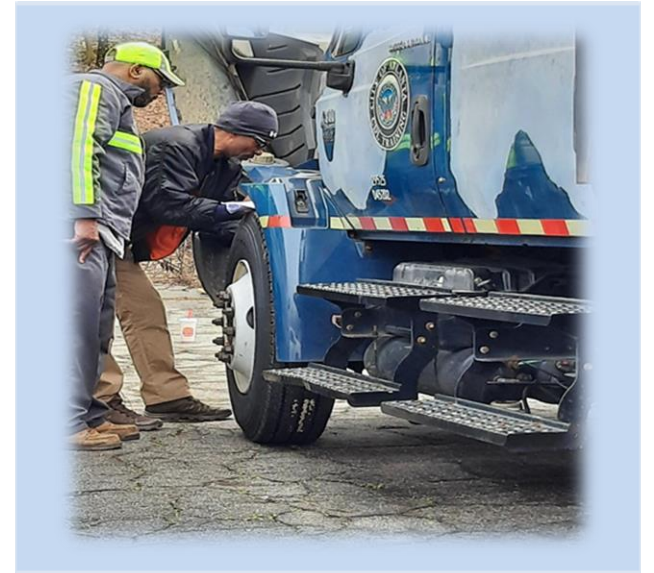
Awaiting Testing  
4

## Road/Skills Training & Testing

Total Students  
29

CDL Certification Received  
28

Awaiting Testing  
0







**DPW**  
CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

# FRONTLINE HEROES





## Happy Birthday & Anniversary!!!



**Mr. James Buchanan**

On Sunday, April 9, 2023, Mr. James Buchanan celebrated his 59th anniversary with the City of Atlanta.

Five days later, on Thursday, April 13, 2023, Mr. Buchanan turned 85 years old.

We thank him for his dedication to DPW and his commitment to the residents of this great city.

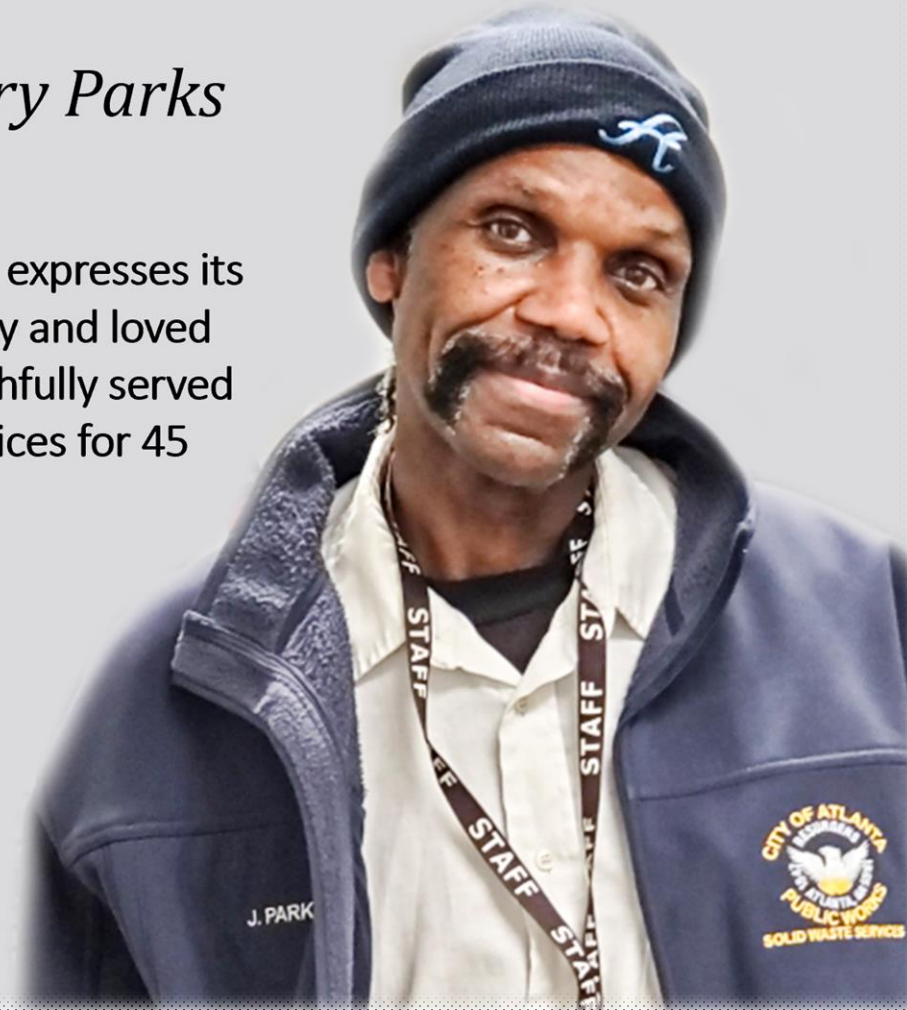


**DPW**  
CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS



## *Remembering Mr. Jerry Parks*

The Department of Public Works expresses its heartfelt sympathy to the family and loved ones of Mr. Jerry Parks, who faithfully served the Office of Solid Waste Services for 45 years.





# DPW

CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

# THANK YOU

